



F. M. Ligon
Ford Motor Company
P.O. Box 1904
Dearborn, Michigan 48121

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03S05

August, 2003

STATE OF UTAH DAS MOTORPOOL
447 W 13800 S
DRAPER, UT 84020

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 2003 Crown Victoria Police (CVPI) and Commercial Heavy Duty (taxi) vehicles in police and taxi service built with steel road wheels.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with Ford and Lincoln Mercury dealers, is to provide you with the highest level of service and support possible.

What is the issue?

The steel road wheels on your vehicle may develop a crack in the rim near the weld line that connects the rim to the disk. Wheels manufactured from August 18, 2001 through September 22, 2002 are affected.

In vehicles frequently involved in high-speed pursuit, emergency maneuvers and heavy-duty use such as police and taxi service, a crack may lead to rapid air loss and possible separation of the rim from the wheel center section. Cracks resulting in rapid air loss could affect vehicle control, possibly resulting in a crash without warning. This could lead to personal injury and possible death.

Symptoms of a cracked wheel may include:

- Repeated slow air leak
- Nibble in the steering
- Difficulty in balancing the tire & wheel assembly
- Rapid air loss

A cracked wheel typically presents itself as a slow, repeated air leak. If a cracked wheel exhibiting the warning signs of repeated slow air loss, nibble in the steering and/or difficulty in balancing the tire & wheel assembly is not replaced, it is possible for the wheel to experience a sudden crack and rapid air loss possibly resulting in a crash. This could lead to personal injury and possible death.



What will Ford and your dealer do?

Ford Motor Company will repair your vehicle free of charge (parts and labor). Your dealer will inspect the wheel manufacture date codes on your vehicle (four road wheels and spare) and replace steel wheels manufactured from August 18, 2001 through September 22, 2002 with wheels of a revised design.

How long will it take?

The time needed for this repair is less than one-half day.

What are we asking you to do?

Call your dealer without delay and ask for a service date for Safety Recall 03S05. Your vehicle will require inspection before the need for parts can be determined. Parts for Safety Recall 03S05 will be available beginning the week of August 25, 2003. To locate a dealer, call 1-800-34-FLEET.

Please ensure the spare tire is installed and secured in the vehicle prior to bringing your vehicle in for service. This will help ensure that all affected wheels are replaced under the terms of Program 03S05.

Ford strongly recommends against swapping wheel and tire assemblies among vehicles – especially vehicles which have already had Safety Recall 03S05 performed. Doing so increases the possibility that a wheel manufactured from August 18, 2001 through September 22, 2002 could be re-installed. Installing a wheel manufactured from August 18, 2001 through September 22, 2002 on a vehicle increases the risk of having a wheel crack during use and, consequently, may increase the risk of accident, personal injury or death. Attached is information on how to check wheel manufacture date. Should you choose to mix wheel and tire assemblies among vehicles, checking the wheel manufacture date will reduce the likelihood of installing an 03S05-affected wheel on a vehicle. Should installation occur of an 03S05-affected wheel on a vehicle that has had 03S05 performed, return to your servicing dealer.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Have you previously paid for this repair?

If you paid to remedy the issue addressed in this notice, you may be eligible for a refund either through your dealer or directly from Ford Motor Company.

To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer. Refund requests, including all required documentation, may also be mailed to Ford at P.O. Box 1904, Dearborn, Michigan 48121. Refund requests mailed to Ford may take up to 60 days to process.

Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332.

Have you changed your address or sold the vehicle to another law enforcement agency or commercial duty (taxi) fleet?

If you have, please fill out the enclosed prepaid postcard and mail it to us so we can update our records. If you have sold the vehicle to another law enforcement agency or commercial duty fleet, the information you provide on the postcard will be used to notify the new agency or fleet about this program.

Can we assist you further?

If you have trouble getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET and one of our representatives will be happy to assist you:

Office Hours: (Eastern Standard Time)

Monday-Friday: 9:30AM to 6:00PM

Or you may contact us through the internet at www.fleet.ford.com.

If you are still having trouble getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline at 1-888-327-4236 or 1-800-424-9393.

**Quality Care Service
Has You Covered –
Top to Bottom, Inside
and Out.**

QualityCare™
at your service

In the future, should your vehicle require service, keep in mind that your Ford dealer is equally committed to satisfying your maintenance and light repair service needs. They offer "one-stop shopping" for Quality Care service: convenience, competitive prices, and skilled technicians. Nobody knows your vehicle better than our factory-trained technicians.

Thank you for your attention to this important matter.

Sincerely,



Frank M. Ligon
Director
Vehicle Service and Programs

